1. Common Problems

If you experience problems with 4-Sight Fax not sending or receiving faxes, here are some of the most common reasons why:

- Bad modem/Incompatible modem
- The modem must be a 4-Sight supported Class 2 modem.
- Bad cable or incorrect cable
- The cable must be a Type E Hardware/Handshake cable. Check your cable to verify this (page F-3 and F-4 in the Users Manual).
- The phone line is not working properly
  To test the phone line, plug an analog telephone into the modem and lift the handset and listen for the dial tone.
- The queue folder has not been set
- Under Setup/Queuing, click on both Incoming and Outgoing to make sure that Enabled has been checked and that a folder has been set for both.

If the fax is imaged but not sent:

- Make sure that OUTGOING faxing is enabled in Setup Menu (Device window). Message priority is set to BULK
- Check the time on client sending Mac and server Mac - if the client Mac is running ahead of the server Mac, the fax may not be sent.
- Is the sender set up as a registered user? Do they have privileges enabled for the type of fax they are sending (e.g., private fax, broadcast fax, etc.)?
- If Enforce Group Name as Public has been enabled for a user, that user may not be able to send faxes unless they are logged in under their group name. Unless necessary, it is better not to check this box.
- Is rejection turned on for non-resident fonts, non-ATM fonts or grayscale imaging? (See below for more detailed information on fonts and imaging with 4-Sight Fax).
- Is the cover page that the user has selected available on the Comms-Server Mac?

***If the user does not know why their fax is being rejected, have them turn on Notification in 4Link Preferences.

2. Imaging

- Under the SETUP menu, choose the Imaging ... option.
- If the Number of Gray Scales:option is set to B&W and the Reject Gray Scale Faxes option is enabled, the Comms-Server will reject any fax
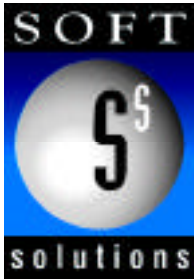
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containing gray scale images. If Gray scale imaging is enabled, you will need to allocate more RAM to the CommsServer application (8 MB total is what 4-Sight recommends).

- Virtual Memory should be turned OFF.

3. Fax Fonts

Under the SETUP menu, choose the Fax Fonts ... option and the following two options are available:

- Reject non-existent fonts
- Reject non-ATM and TrueType fonts

The Macintosh running the Comms-Server application will image using screen fonts if the appropriate printer fonts are not resident in the System:Fonts folder of the Macintosh running the Comms-Server application.

If the "Reject non-existent fonts" option is enabled, the Comms-Server will reject any fax containing fonts not resident in the System:Fonts folder of the Macintosh running the Comms-Server application.

If the Reject non-ATM and TrueType fonts option is enabled and a fax using fonts that do not reside as printer fonts in the System:Fonts folder, the Comms-Server will reject the fax since Adobe Type Manager (ATM) or Apples TrueType system could not image the fonts.

4. Security Setup

Under the SETUP menu, choose the Security Setup... option. The 4-Sight Fax Administrator will then load. Under the USERS menu choose the User Setup... option, highlight the user from the list and click the <Edit> button. If the Enforce group name as public privilege is enabled, the Comms-Server will reject a fax from that user if they are:

A. not a member of a group
B. not using a group name as their public name upon logging into 4-Link

If you have checked all the above items and still have problems, please contact 4-Sight Technical Support at 800-278-1264 and press 2 for 4-Sight Technical Support, or email us at us_support@wamnet.com.

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